

IN THE CLAIMS

1. (Twice Amended) A workflow management method for creating and delivering output material, comprising:

generating a customer record to include fields specifying at least one product, customer preferences, and a selected delivery option indicating a method to deliver generated output material on the product specified in the customer record;

adding a job record including a status field to a job status table for the customer record;

setting the added job record status to a first status;

processing a selected job in the job status table;

invoking a first worker if the selected job has the first status;

generating, with the first worker, output material from processing the product and customer preference fields in the customer record for the selected job;

setting the status for the selected job in the job status table to a second status after generating the output material with the first worker;

invoking a second worker if the selected job has the second status;

determining, with the second worker, a selected one of a plurality of delivery options from the customer record for the selected job; and

transmitting, with the second worker, the output material via the determined delivery option to the customer specified in the customer record.

14. (Amended) A workflow management system for creating and delivering output material, comprising:

means for generating a customer record to include fields specifying at least one product, customer preferences, and a selected delivery option indicating a method to deliver generated output material on the product specified in the customer record;

means for adding a job record including a status field to a job status table for the customer record;

means for setting the added job record status to a first status;

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means for processing a selected job in the job status table;
means for invoking a first worker if the selected job has the first status;
means for generating, with the first worker, output material from processing the product and customer preference fields in the customer record for the selected job;
means for setting the status for the selected job in the job status table to a second status after generating the output material with the first worker;
means for invoking a second worker if the selected job has the second status;
means for determining, with the second worker, a selected one of a plurality of delivery options from the customer record for the selected job; and
means for transmitting, with the second worker, the output material via the determined delivery option to the customer specified in the customer record.

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27. (Amended) An article of manufacture for use in a workflow management system for creating and delivering output material, the article of manufacture comprising computer readable storage media including a plurality of computer programs, including a first worker and second worker, embedded therein capable of causing at least one computer to perform:

generating a customer record to include fields specifying at least one product, customer preferences, and a selected delivery option indicating a method to deliver generated output material on the product specified in the customer record;

adding a job record including a status field to a job status table for the customer record;
setting the added job record status to a first status;

processing a selected job in the job status table;
invoking the first worker if the selected job has the first status;
generating, with the first worker, output material from processing the product and customer preference fields in the customer record for the selected job;

setting the status for the selected job in the job status table to a second status after generating the output material with the first worker;

invoking the second worker if the selected job has the second status;

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Cont'd* c1 determining, with the second worker, a selected one of a plurality of delivery options from the customer record for the selected job; and transmitting, with the second worker, the output material via the determined delivery option to the customer specified in the customer record.
